

Residential Care Services (RCS)
Operational Principles and Procedures for
Adult Family Homes (AFHs)
LICENSING INSPECTIONS

ABUSE/NEGLECT PREVENTION REVIEW

I. Purpose

To determine whether the provider demonstrates practices that protect residents from and prohibit abuse, neglect, involuntary seclusion, restraints and misappropriation of property.

II. Authority

[RCW 70.129.130 \(1\)\(2\)](#)
[RCW 70.128.200](#)

[RCW 70.128.125](#)
[Chapter 74.34 RCW](#)

III. Operational Principles

- A. The primary focus of the Abuse/Neglect prevention review is on protection of residents, resident safety and quality of life by the AFH.
- B. Identification of possible abuse, neglect, restraints, involuntary seclusion and misappropriation of property during the inspection requires a call to the Complaint Resolution Unit (CRU) and the Field Manager

IV. Procedures

The Licensors will:

- A. Observe residents and environment for possible issues regarding abuse, neglect, and involuntary seclusion.
- B. Observe resident-to-resident interaction for possible unsafe behavior of one resident toward another.
- C. Interview staff with open ended questions regarding:
 - 1. What constitutes physical, mental or emotional abuse
 - 2. Steps to take in the event of suspected abuse, neglect, use of restraints, involuntary seclusion and/or misappropriation of property
 - 3. Notification and reporting requirements
- D. Interview resident for any concerns regarding possible abuse, neglect, involuntary seclusion and misappropriation of property. Questions will be open-ended and not leading. **FORM D (Environmental Tour), FORM F (Resident Record Review), and FORM K (Residential Care Service Notes)**
- E. Include detailed documentation of observations, interviews and/or record review regarding concerns of abuse or neglect.

INFORMATION AND ASSISTANCE

- A. General:

RCS OPP FOR AFHS
LICENSING INSPECTIONS – ABUSE/NEGLECT PREVENTION REVIEW

1. Observe for examples of abuse, neglect issues include: presence of locks on resident door preventing exit, restraints, fear, uncommon or numerous skin tears, or bruising with no known cause.
 2. Observe staff to resident interactions for staff's demeanor towards residents noting any intimidation, ignoring resident responses or needs, yelling, physical aggression and/or verbal abuse
 3. Observe resident response to staff such as a display of fear toward staff, flinching, pulling back when approached etc
- B. When to review the accident/incident log:
1. If there is an identified concern regarding probable or actual negative outcome to a resident that requires further data collection.
 2. If informed of an incident/injury/accident since the last inspection to determine if the processes for reporting and recording of information were followed.
- C. What to do if you identify possible abuse neglect:
1. Call a formal complaint in to the CRU
 2. Contact the Field Manager for further instruction
 3. Complete a complaint investigation along with the inspection if directed to do so by the Field Manager



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Date